



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

McLeodUSA Telecommunications Services, Inc.
d/b/a PAETEC Business Services
for Filing Period 4/1/2008 to 6/30/2008
Tracking Number 2160

Performance Data - Code Part 730

	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	8.70	9.40	8.40	8.83
B. Operator Answer Time - Information Section 730.510(a)(1)	8.70	9.40	8.40	8.83
C. Repair Office Answer Time Section 730.510(b)(1)	43.70	48.38	108.01 *	66.70 *
D. Business or Customer Service Answer Time Section 730.510(b)(1)	10.11	12.29	17.86	13.42
E. Percent of Service Installations Section 730.540(a)	93.50 %	88.00 % *	95.10 %	92.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535 (a)	98.70 %	98.10 %	99.00 %	98.60 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.10	1.10	1.20	1.13
H. Percent Repeat Trouble Reports Section 730.545(c)	9.80 %	8.80 %	7.30 %	8.60 %
I. Percent of Installation Trouble Reports Section 730.545(f)	5.10 %	9.00 %	3.30 %	5.70 %
J. Missed Repair Appointments Section 730.545(h)	1	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$5.91	\$29.83	\$5.88	\$41.62
B. Number of credits issued for repairs - 24-48 hours	6	11	7	24
C. Number of credits issued for repairs - 48-72 hours	0	0	0	0
D. Number of credits issued for repairs - 72-96 hours	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours	0	1	0	1
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	22	27	19	68
H. Number of customers receiving alternate phone service rather than receiving a credit	2	3	12	17

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$575.00	\$325.00	\$220.00	\$1,120.00
B. Number of installations after 5 business days	0	1	0	1
C. Number of installations after 10 business days	2	0	0	2
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	24	20	20	64
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$50.00	\$0.00	\$0.00	\$50.00
B. Number of customers receiving credits	1	0	0	1
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0